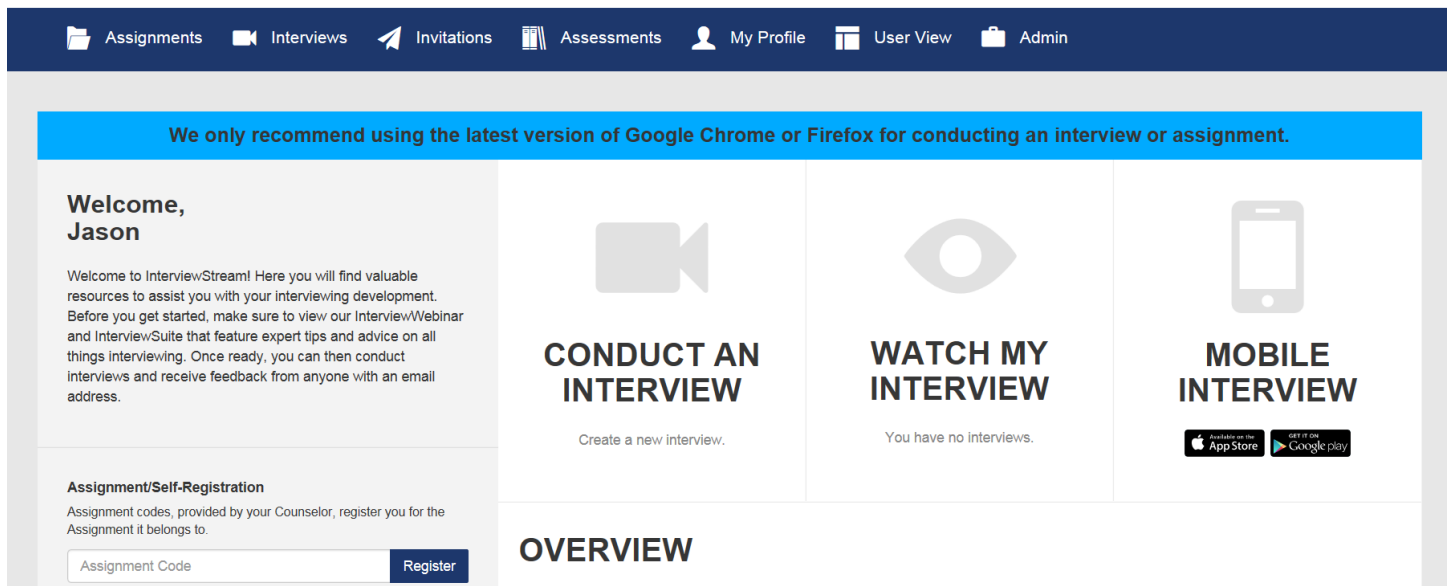


## InterviewStream Counselor Role:

- Maintains an individual account.
- Sets up interview sets for a customer.
- Can create new interview questions.
- Sets up assessments for a customer.
- Assigns interview and invites customer to complete the interview.
- Critiques interviews for customers.



The screenshot shows the InterviewStream Counselor dashboard. At the top is a dark blue navigation bar with icons and labels for Assignments, Interviews, Invitations, Assessments, My Profile, User View, and Admin. Below this is a blue banner with the text: "We only recommend using the latest version of Google Chrome or Firefox for conducting an interview or assignment." The main content area is divided into several sections. On the left, there is a "Welcome, Jason" section with a message about resources and a "Assignment/Self-Registration" section with a text input field for "Assignment Code" and a "Register" button. In the center, there are three large cards: "CONDUCT AN INTERVIEW" with a video camera icon and the text "Create a new interview.", "WATCH MY INTERVIEW" with an eye icon and the text "You have no interviews.", and "MOBILE INTERVIEW" with a smartphone icon and "Available on the App Store" and "GET IT ON Google play" buttons. At the bottom, there is an "OVERVIEW" section.

## The Counselor account has the following menu options:

**Assignments** – Create interview assignments for customers and view status updates on current assignments.

**Interviews** – View and assess interviews and store reviewed interviews.

**Invitations** – Invite users to complete assignments and download invitation lists.

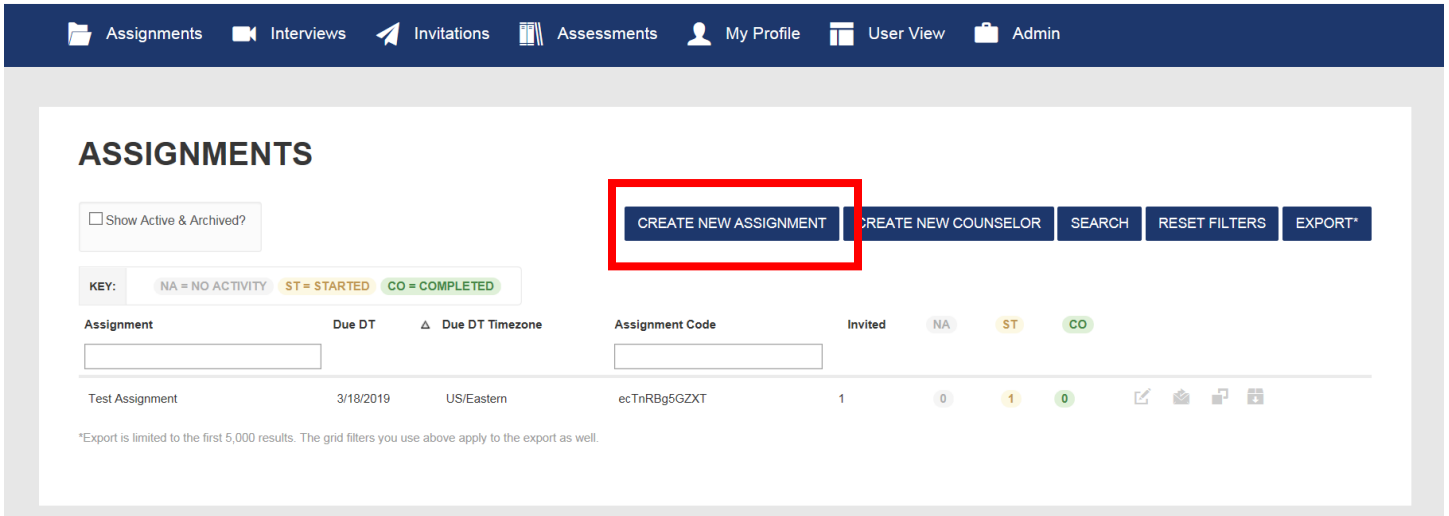
**Assessments** – Create new assessment templates for interviews.

**My Profile** – Manage profile information name, password, and 508 accessibility.

**User View** – Shows the InterviewStream user view. \*\*You can also Access the **User View** at any time by clicking on the NYS Department of Labor\*\*

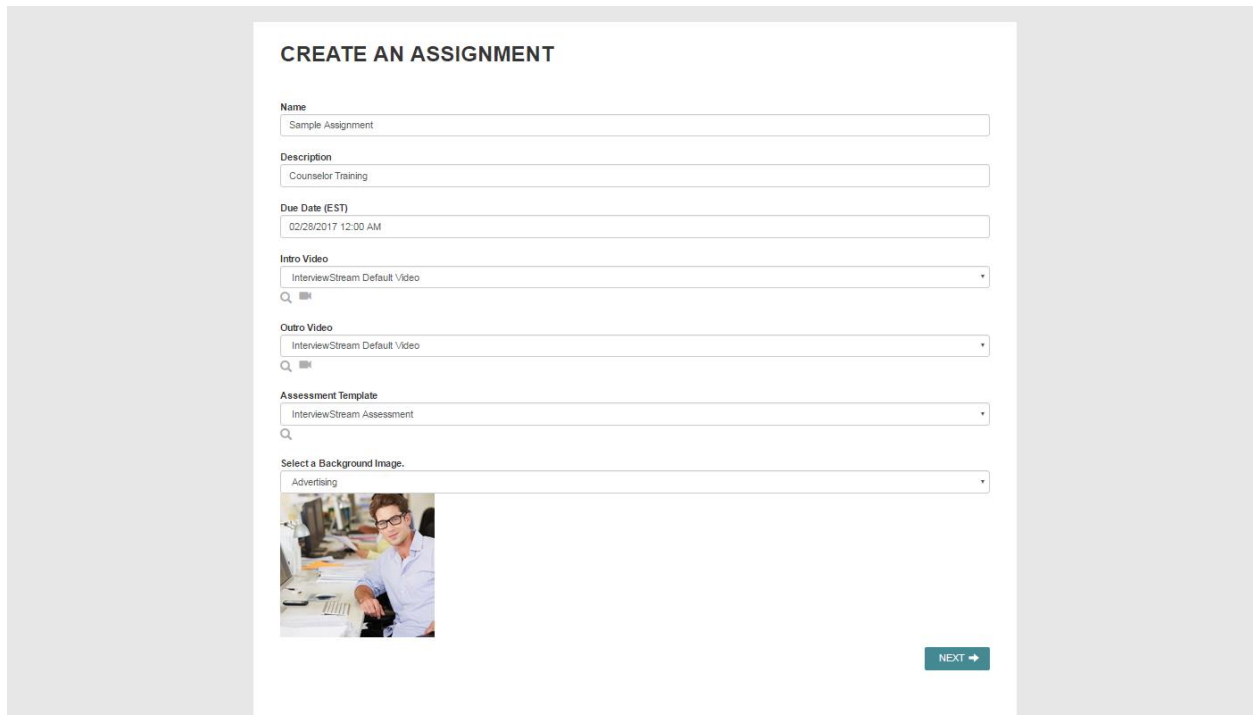
## Counselor Role – Create New Assignment

1. From the Assignments tab select “Create New Assignment”



The screenshot shows the 'ASSIGNMENTS' dashboard. At the top, there is a navigation bar with icons for Assignments, Interviews, Invitations, Assessments, My Profile, User View, and Admin. Below the navigation bar, the 'ASSIGNMENTS' section is displayed. It includes a checkbox for 'Show Active & Archived?' and a row of buttons: 'CREATE NEW ASSIGNMENT' (highlighted with a red box), 'CREATE NEW COUNSELOR', 'SEARCH', 'RESET FILTERS', and 'EXPORT\*'. Below these buttons, there is a 'KEY:' section with 'NA = NO ACTIVITY', 'ST = STARTED', and 'CO = COMPLETED'. A table with columns for Assignment, Due DT, Due DT Timezone, Assignment Code, and Invited is shown. The first row contains 'Test Assignment', '3/18/2019', 'US/Eastern', 'ecTnRBg5GZXT', and '1'. There are also status indicators for NA, ST, and CO. At the bottom, there is a note: '\*Export is limited to the first 5,000 results. The grid filters you use above apply to the export as well.'

2. In the “Create an Assignment” page, fill out the required information, then select “Next”

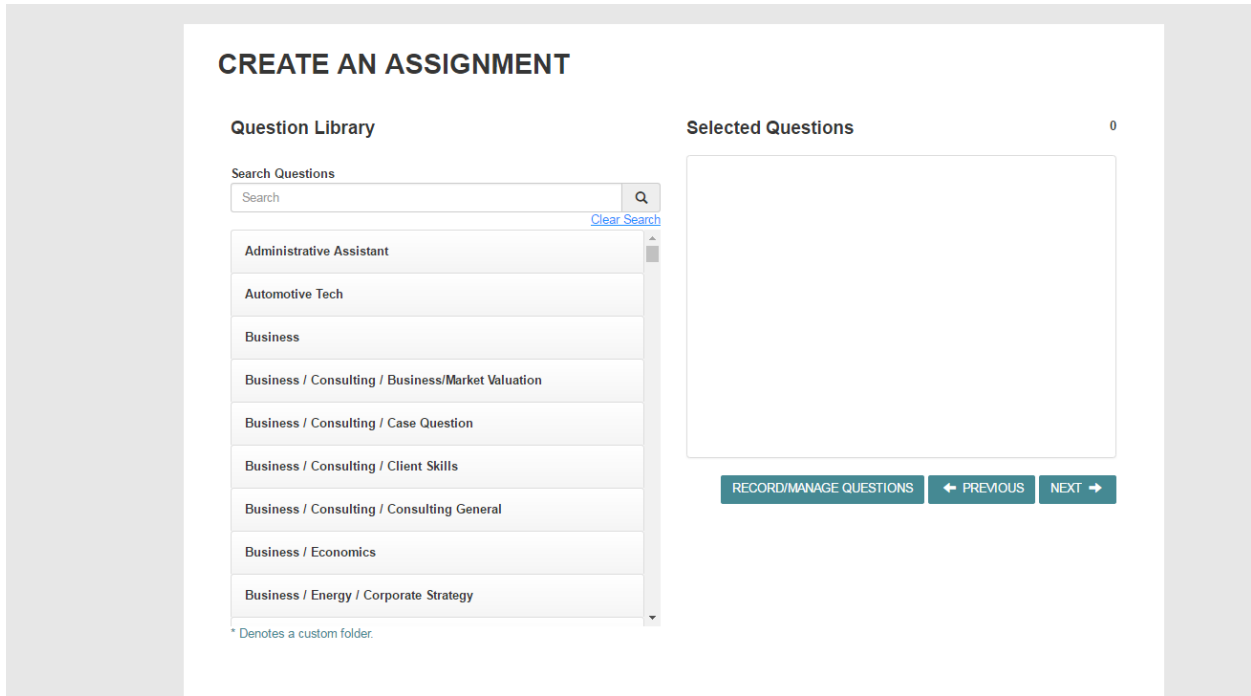


The screenshot shows the 'CREATE AN ASSIGNMENT' form. It has the following fields and options:

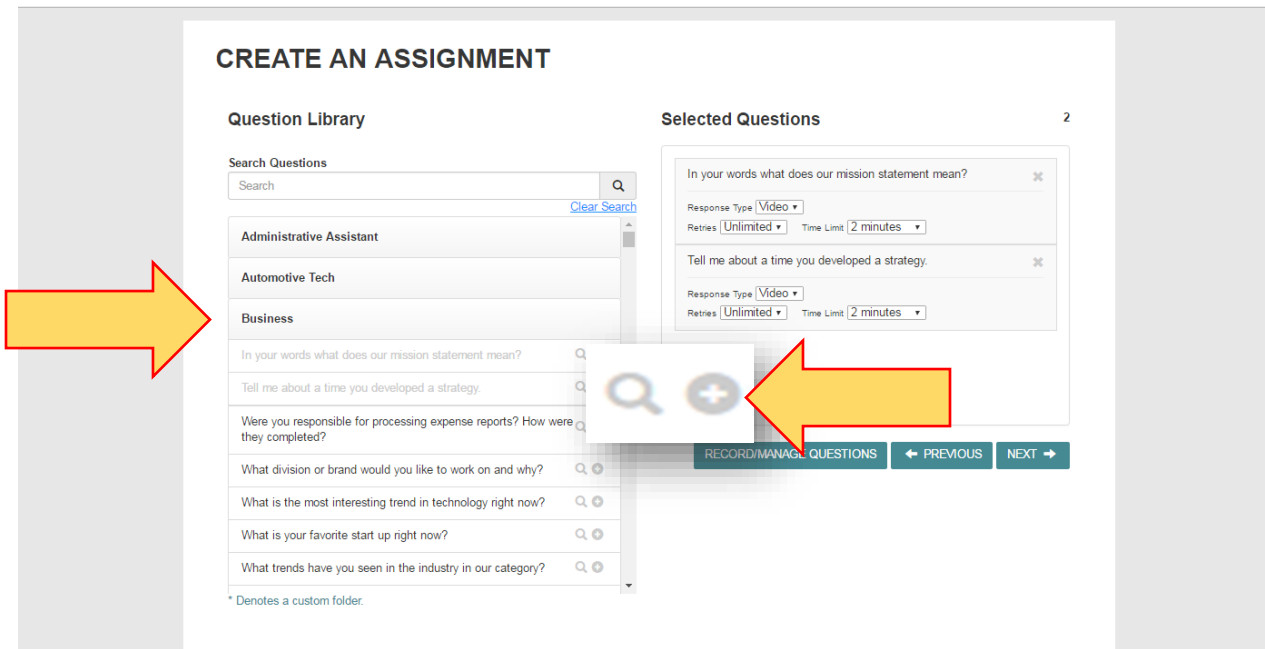
- Name:** Sample Assignment
- Description:** Counselor Training
- Due Date (EST):** 02/28/2017 12:00 AM
- Intro Video:** InterviewStream Default Video
- Outro Video:** InterviewStream Default Video
- Assessment Template:** InterviewStream Assessment
- Select a Background Image:** Advertising

A 'NEXT' button is located at the bottom right of the form.

3. Select the questions you want to add to the interview from the Question Library



4. Select the category and the question. To add the question, you can either select the plus icon or drag and drop the question into the "Selected Questions" section.



You can also record new questions if you have a webcam or create text-based questions by selecting “Record/Manage Questions”

The screenshot shows the 'CREATE AN ASSIGNMENT' interface. On the left is the 'Question Library' with a search bar and a list of categories: Administrative Assistant, Automotive Tech, Business, Business / Consulting / Business/Market Valuation, Business / Consulting / Case Question, Business / Consulting / Client Skills, Business / Consulting / Consulting General, Business / Economics, and Business / Energy / Corporate Strategy. On the right is the 'Selected Questions' area, which is currently empty. Below the 'Selected Questions' area, there are three buttons: 'RECORD/MANAGE QUESTIONS' (highlighted with a red box), 'PREVIOUS', and 'NEXT'.

The “Manage Custom Questions” options will display. From here, you can create a new folder and either record a new question or create a text-based question.

The screenshot shows the 'MANAGE CUSTOM QUESTIONS' dialog box. It has a title bar with a close button (X). Below the title, there is a subtitle: 'To see your Recorded Question appear in the Question Library for use with this Assignment, please create a Folder by clicking "Create Folder" and assign your Recorded Question to the Folder by dragging and dropping the question into the desired folder.' The dialog is divided into two main sections: 'Folders' and 'Recorded Questions'. Both sections have empty rectangular boxes for content. At the bottom of the dialog, there are three buttons: 'CREATE FOLDER', 'RECORD QUESTION', and 'ADD A TEXT QUESTION'.

5. After you have selected all your interview questions, you will be on the “Create an Assignment” page. From here, you can either email the assignment to the customer(s) or you can allow customers to register with an Assignment Code. You can also choose to receive an email when every user completes an interview. Once you have completed the fields, select “Create”.

**CREATE AN ASSIGNMENT**

**Message to Recipients** (Type a message below.) Characters remaining: 600  
This message will be added to the emails sent to each recipient.

**Recipient's E-mail(s)** (Hit enter after each email, one address per line.)  
Participant email addresses, one address per line.

Or select a csv file populated with just the emails  
Upload a comma delimited file (CSV) here that contains a list of email address. You can convert an Excel spreadsheet with a list of emails to a CSV, by clicking "Save As" and choosing the "CSV" file type as shown below. [Click here](#) to download a sample of what the Excel file should look like before saving as a CSV.

Save as type: Excel Workbook (\*.xlsx)  
Author: Excel Workbook (\*.xlsx)  
Excel Macro-Enabled Workbook (\*.xlsm)  
Excel Binary Workbook (\*.xlsb)  
Excel 97-2003 Workbook (\*.xls)  
All files (\*.\*)  
Microsoft Excel 97-2003 Workbook (\*.xls)

Choose File No file chosen

Check to allow Users to self-register if they provide the correct Assignment code.

Check to receive an email for every User that completes an interview.

← PREVIOUS CREATE ✓

6. The new assignment will be available in your assignments list. You can view the Assignment Code next to the due date for the assignment.

**ASSIGNMENTS**

Show Active & Archived?

CREATE NEW ASSIGNMENT CREATE NEW COUNSELOR SEARCH RESET FILTERS EXPORT\*

KEY: NA = NO ACTIVITY ST = STARTED CO = COMPLETED

Assignment	Due DT	Due DT Timezone	Assignment Code	Invited	NA	ST	CO
Test Assignment	3/18/2019	US/Eastern	CJD0y3d9W6GrR	0		1	0

\*Export is limited to the first 5,000 results. The grid filters you use above apply to the expo

## Counselor Role – Assignment Interviews

1. When a customer completes an interview, it will be available to view from the Assignment Interviews tab. To review the assignment, select the User's name. Once the assignment is reviewed, check the box next to the name to mark it as reviewed.

--- ALL Assignments ---  Not Marked Reviewed  Self Assessed?

First Name Last Name **SEARCH** **RESET FILTERS** **EXPORT\***

Created After Created Before Email Address

Name	Assignment	Email	Completion Date	Timezone
<a href="#">Jaden Gibson</a>	Interview Training	jadengib93@msu.edu	5/21/14 4:34 PM	

2. You can begin your assessment by viewing the interview answers. You can view an answer by selecting the question on the right-hand side. You can use the Filler Word counter and post comments to each answer.

< All Interviews

### Symone Wango

[Would You Hire You? Complete Your Assessment.](#) Interviews

▶ In your words what does our mission statement mean?  
▶ Tell me about a time you developed a strategy.

Comment

Post a comment

**POST** **RESET**  Pause video when I begin typing.

#### Sample Assignment

0 Comment(s) 0 Filler Words

0 UMM 0 LIKE 0 YOU KNOW 0 I MEAN

[Reset Counters](#)

3. Below the recorded interview answers is the assessment that is associated with the interview. Fill out the fields and then select “Save My Assessment” at the bottom of the page. The assessment will then be sent to the customer.

**ASSESSMENT**

SELF      OTHER      SUMMARY

My Role:       Assessments:

Submit Anonymously?

**Non-Verbal Communication**

Eye contact:

Upright posture:

Friendly demeanor:

Self confidence:

**Verbal Communication**

Message content:

Filler words (ummm...like):

Responses clear & concise:

Emphasize strengths:

Proper grammar / avoids slang:

Convey decision making ability:

**Others**

Answer the question / stick to the subject:

Ability to describe past experience:

Focus on ability to learn quickly:

Assessment Comment:

**SAVE MY ASSESSMENT**

## Counselor Role – Assignment Invitations

1. From the Invitations tab you can export, edit, resend, or delete invitations that you send to customers. You can also view the activity that has occurred on the invitations. Select the assignment from the dropdown to manage the invitation.

**ASSIGNMENT INVITATIONS**

Additional information and/or statistics regarding interview links based on the selected filters featured below.

Filter grid results for a specific Assignment.

[Clear all filters](#)

**EXPORT\*** **DELETE** **RESEND** **SEND NEW INVITATIONS**

<input type="checkbox"/>	Username	Name	Assignment	Sent	Expires	
<input type="checkbox"/>		Jason Placente	Test Assignment	3/11/2019	3/18/2019	

\*Export is limited to the first 5,000 results. The grid filters you use above apply to the export as well.



## Counselor Role – Assessment Templates

1. You can create a new assessment template for an interview from the Assessments tab by selecting “Create New Assessment”

Assessment Name	Location Admin Name	Create Date	Status	Uses
InterviewStream Assessment	New York State Department of Labor - Division of Employment & Workforce Solutions	11/6/2015	Complete	17
InterviewStream Assessment	Flushing - Workforce1 Career Center	12/8/2015	Complete	
InterviewStream Assessment	Syracuse - CNY Works	12/8/2015	Complete	
InterviewStream Assessment	Varick St. - Lower Manhattan Workforce1 Career Center	12/8/2015	Complete	
InterviewStream Assessment	Buffalo - Buffalo Career Center	12/8/2015	Complete	1
InterviewStream Assessment	Albany - Career Central	12/8/2015	Complete	3

2. This will bring you to the Assessment Wizard where you can name the assessment and then add new categories and criteria to assess the interviewee. You can assign a rating scale to any criteria by selecting “Rating Scale”

Exit Assessment Wizard

### ASSESSMENT WIZARD

Assessment name:

Select a location:

#### CATEGORY

Category Name (Example: Non Verbal Communication)

Criteria Text (Example: Eye Contact)

3. You can create new rating scales and/or update the preselected fields. You can also add new rating selections by selecting “Add New Rating”. Once you are finished, select “Submit Ratings” and they will be applied to all the criteria.

The screenshot shows a modal window titled "ADD NEW RATING" with a plus icon. It contains a list of rating scales, each with a double-headed arrow icon on the left and a trash icon on the right. The scales are: "N/A", "Needs Improvement", "Good", "Excellent", and two empty text input fields. At the bottom of the modal is a "SUBMIT RATINGS" button with a checkmark icon.

4. Select “Next” once you have entered all the Categories and Criteria

The screenshot shows the bottom navigation bar of the application. It includes an "ADD CRITERIA" button with a plus icon, a "RATING SCALE" button, and a "NEXT" button with a right-pointing arrow. The "NEXT" button is highlighted with a red rectangular box.

5. You can create helper text to assist someone while filling out the rating scales. Select “Create” when you are finished creating the assessment.

**ASSESSMENT WIZARD**

**Create Helper Texts**

Sample Criteria #1

N/A  
Does not apply

Needs Improvement  
Can improve on an area

Good  
Enter Helper Text

Excellent  
Enter Helper Text

Sample Criteria #2

Sample Criteria #3

Criteria #1

PREVIOUS ← CREATE ✓

6. The new assessment will be listed in the Assessment Templates tab where you can edit, copy, or preview it

**ASSESSMENT TEMPLATES**

RESET FILTERS CREATE NEW ASSESSMENT EXPORT\*

Assessment Name	Location Admin Name	Create Date	Status	Uses	
InterviewStream Assessment	New York State Department of Labor - Division of Employment & Workforce Solutions	11/6/2015	Complete	17	⚙️ 📄 🔍 🗑️
InterviewStream Assessment	Flushing - Workforce1 Career Center	12/8/2015	Complete		⚙️ 📄 🔍 🗑️
InterviewStream Assessment	Syracuse - CNY Works	12/8/2015	Complete		⚙️ 📄 🔍 🗑️
InterviewStream Assessment	Varick St. - Lower Manhattan Workforce1 Career Center	12/8/2015	Complete		⚙️ 📄 🔍 🗑️
InterviewStream Assessment	Buffalo - Buffalo Career Center	12/8/2015	Complete	1	⚙️ 📄 🔍 🗑️
InterviewStream Assessment	Albany - Career Central	12/8/2015	Complete	3	⚙️ 📄 🔍 🗑️

## Counselor Role – My Profile

You can manage your profile information or update your password from the My Profile tab.

Assignments Interviews Invitations Assessments My Profile User View Admin

### MY PROFILE

#### Manage your profile information

**First Name**

**Last Name**

**Middle Initial**

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#### Change your password

[CHANGE PASSWORD](#)

---

Please click below to setup 2 factor authentication via email message

[ENABLE 2FA](#)

---

How often to send alerts for "Counselor Review" requests

---

#### Manage 508 accessibility features

Check this box to enable sitewide accessibility features, including keyboard navigation and screen reader compatibility.

---

[UPDATE MY PROFILE](#)